DOC-3047-2
User's Manual

HERMES REMOTE-CONTROL

DOC-3047-2

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Please correct the following points in this documentation (**Doc-3047-2**):

page	wrong	correct

Contents

1 Introduction 1-1

1.1 How this manual is organized 1-2

1.2 Styles And Symbols 1-3

2 Summary 2-1

2.1 The Hermes Remote-Control software 2-2

3 Installation 3-1

3.1 System Requirements 3-2

3.2 Setup 3-2

3.3 Automatically starting Hermes Remote-Control 3-3

3.4 Starting the Software manually 3-3

3.5 Settings of the Hermes Remote Control Software 3-4

3.5.1 Restoring original settings 3-4

4 Getting started 4-1

4.1 The user interface 4-2

4.2 File Menu 4-4

4.3 Connection Menu 4-5

4.3.1 Options 4-6

4.3.2 Open 4-8

4.4 Help Menu 4-8

4.4.1 Contents and Index 4-9

4.4.2 About 4-10

5 Operating 5-1

5.1 Establishing a connection 5-2

5.2 Selection of a device 5-3

5.3 Hermes D2D, Digital Switchbox, AVC-Box as Multiplexer 5-4

5.4 Hermes DXD 5-5

5.5 AVC-Box as Analog Controller 5-7

5.6 Hermes V2A 5-9

5.7 Hermes VXA 5-11

5.8 Expanding the main window 5-13

5.8.1 Configuration 5-13

Save User Settings 5-14

Restore User Settings 5-14

Restore Default Settings 5-14

Enable Autoswitch 5-14

5.8.2 Identification 5-15

6 Troubleshooting 6-1
6.1 Troubles caused by hardware settings 6-2
6.2 Troubles when estabilishing a connection 6-3
6.3 Troubles after an upgrade of Hermes Remote-Control 6-5
6.4 Error message when starting a second instance of Hermes Remote-Control 6-7
7 Hotline 7-1
7.1 Addresses 7-2

1 Introduction

Hermes Remote-Control is a Windows NT/2000/XP software for the convenient use of the **Remote-Control** for HERMES VXA, HERMES DXD, HERMES V2A, HERMES D2D, AVC-BOX and DIGITAL SWITCHBOX. This manual describes installation, menus and commands of this software.

1.1 How this manual is organized

This manual is divided into seven chapters:

Introduction

explains the structure of the manual itself and the used typographic styles and symbols.

Summary

provides an overview of the features of HERMES REMOTE-CONTROL Software

Installation

lists the system requirements and explains how to install the software

Getting Started

explains the user interface of HERMES REMOTE-CONTROL

Operating

Describes operating of all the devices which can be controlled via HERMES REMOTE-CONTROL

Troubleshooting

gives some hints which troubles might occur and how to solve them

Hotline

lists the addresses to contact if any problems occur.

Numbering

Chapters, pages, figures and tables are numbered separately. Chapters are indicated by a »point syntax«, e. g. **4.2.3**, pages by a »dash syntax«, e. g. **2-1**, as figures and tables are, e. g. **Figure 5-4**.

1.2 Styles And Symbols

The typographic styles and the symbols used in this document have the following meaning:

Arial bold

Labels, menus and buttons are printed in the **Arial bold** font.

Condensed

Links to both other chapters of this manual and to sites in the Internet are printed **condensed**. In the on-line version of this manual all hyperlinks appear **teal**.

`Courier`

Names of files and parts from programs are printed in the `Courier` font.

`Courier bold`

Inputs you are supposed to do from the keyboard are printed in **`Courier bold`** font.

This arrow marks tips and notes.

If you do not heed instructions indicated by this symbol there is a risk of damage to the equipment!

If you do not heed instructions indicated by this symbol there is a risk of electrical shock and danger to personal health!

2 Summary

This chapter introduces the HERMES REMOTE-CONTROL software.

2.1 The Hermes Remote-Control software

HERMES VXA, HERMES DXD, HERMES V2A, HERMES D2D, AVC-BOX and DIGITAL SWITCHBOX can be controlled by **Remote-Control** as described in chapter **Remote-Control** of the respective user's manuals.

Besides sending the commands via the open protocol as described in the manual mentioned above a Windows NT/2000/XP software is available which enables you to enter the commands via an intuitive graphical user interface.

3 Installation

This chapter explains the installation of the HERMES REMOTE-CONTROL software and applies for all devices.

3.1 System Requirements

- Windows NT 4.0 ServicePack 6
- Internet Explorer 6.0 or higher

Or

- Windows 2000 Service Pack 2
- Internet Explorer 6.0 or higher

Or

- Windows XP Service Pack 1a
- Internet Explorer 6.0 or higher

3.2 Setup

To install the software it is recommended to log in with administrative rights.

Before installing a new version of Hermes Remote-Control, the previous version has to be de-installed.
Select Start|Settings|Control Panel|Add/Remove Programms.
Select Hermes Remote-Control
Click on the Change/Remove button and confirm the file deletion.

The CD ROM of HERMES REMOTE-CONTROL Software comes with an autorun.
Just insert the CD into the CD-Drive of your computer to start the setup of HERMES REMOTE-CONTROL.

OR
In case autorun is switched off, you can setup.exe also start manually.

- Start Windows Explorer
- Browse to the CD Drive
- Double click on **setup.exe**.

Or

- Select **Start|Run** and enter the respective drive and the file name.

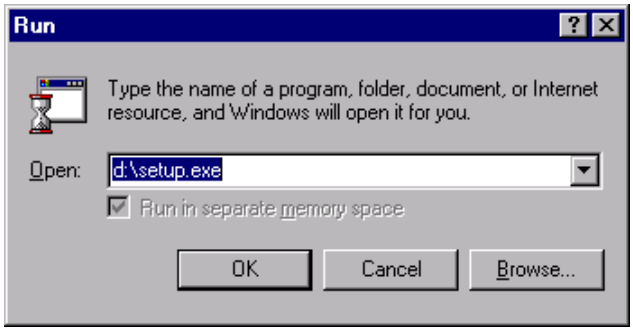


Figure 1
installing the software

Please follow the instructions on your display.

3.3 Automatically starting Hermes Remote-Control

- To start Hermes Remote-Control each time Windows starts
- Click **Start**, and then point to **Settings**
- Click **Taskbar**, and then click the **Start Menu Programs** tab
- Click **Add**, and then click **Browse**.
- Locate **avctool.exe** , and then double-click it
- Click **Next**, and then double-click the **StartUp** folder
- Type the name you want to see on the **StartUp** menu, and then click **Finish**

To define the status in which the program starts navigate to **Start Menu | Programs | Startup** and right-click on the shortcut to open the context menu. In the context menu select **Properties** and then the tab **shortcut**. Use the listbox **Run** to select the desired status (normal window, minimized, maximized)

3.4 Starting the Software manually

Hermes Remote-Control software can be started by double click on **AVCTool.exe** in the explorer window or with the shortcut **Start | Programs | Barco Hermes Remote Control**

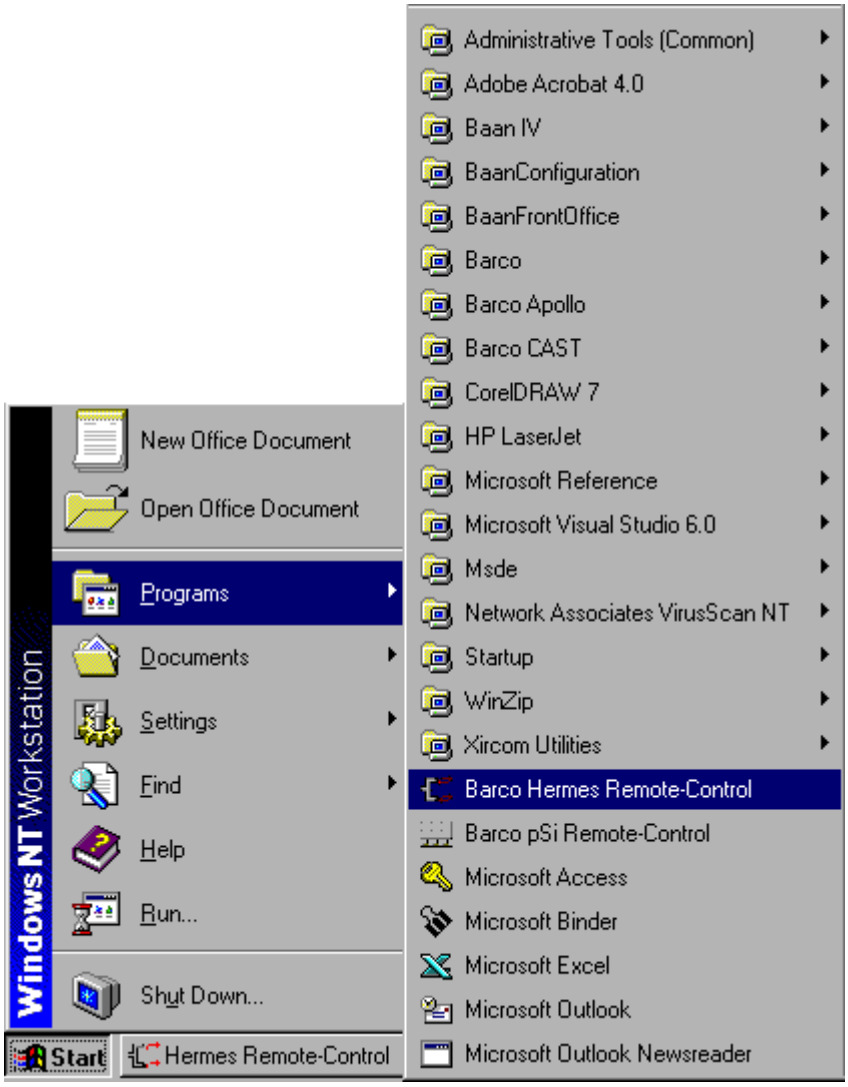


Figure 2
starting the software

3.5 Settings of the Hermes Remote Control Software

The settings of HERMES REMOTE CONTROL software are stored in the registry.

The registry entries for HERMES REMOTE-CONTROL are not made during installation, but during operating HERMES REMOTE-CONTROL. If you encounter strange effects with regards to window position or window size with HERMES REMOTE-CONTROL, just delete the registry entries!

3.5.1 Restoring original settings

If size and position of the windows of HERMES REMOTE-CONTROL cannot be adjusted as desired, restoring the original settings requires deleting the entries of the registry.

To delete the registry entries, proceed as follows:

- Start the registry editor using the the shortcut **Start|Run** and enter **regedit**

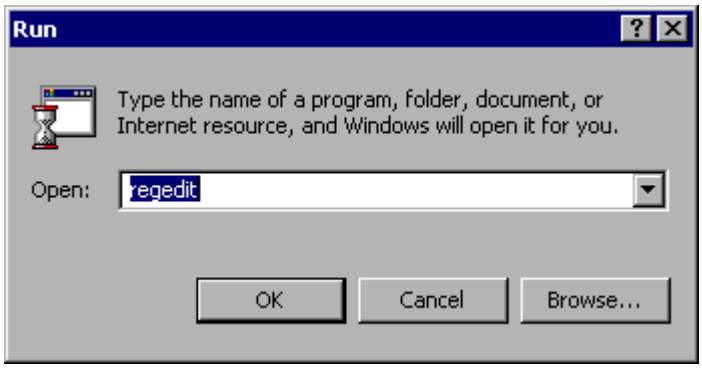


Figure 3
starting the registry editor

In the registry editor, go to **HKEY_CURRENT\Software\VB and VBA Program Settings\Barco Hermes Remote-Control**. Delete all the keys and subkeys referring to Barco HERMES REMOTE-CONTROL.

4 Getting started

4.1 The user interface

When the software is launched, the **About** window will be visible for a few moments.

Figure 4
the About window as shown when starting the software

Then the main window for operating the device is shown. As long as no connection had been opened this window looks the same for all devices to be controlled by HERMES REMOTE-CONTROL software.

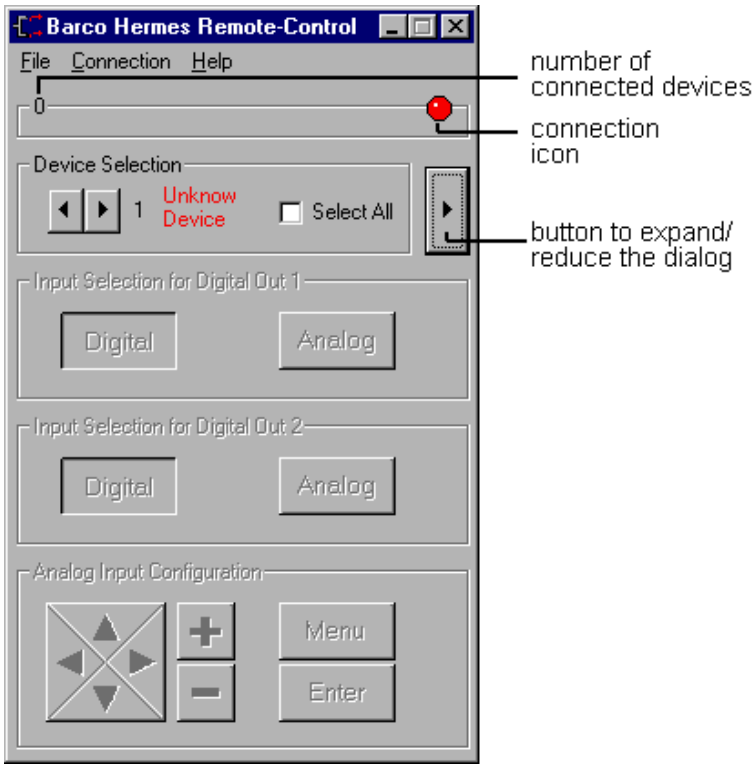


Figure 5
main view of the Remote-Control software AVCTool

The main window offers all commands and controls to operate the devices.

If no connection is opened, the connection icon is red.

As soon as a remote-control connection is established the number of connected devices is displayed, and the connection icon shows green.

This dialog can be expanded. When expanded, a multipage with 2 tabs is displayed to manage device configurations of HERMES DXD and to see the product information..

These tabs refer to Hermes DXD only. In case other devices are addressed, all the controls are disabled.

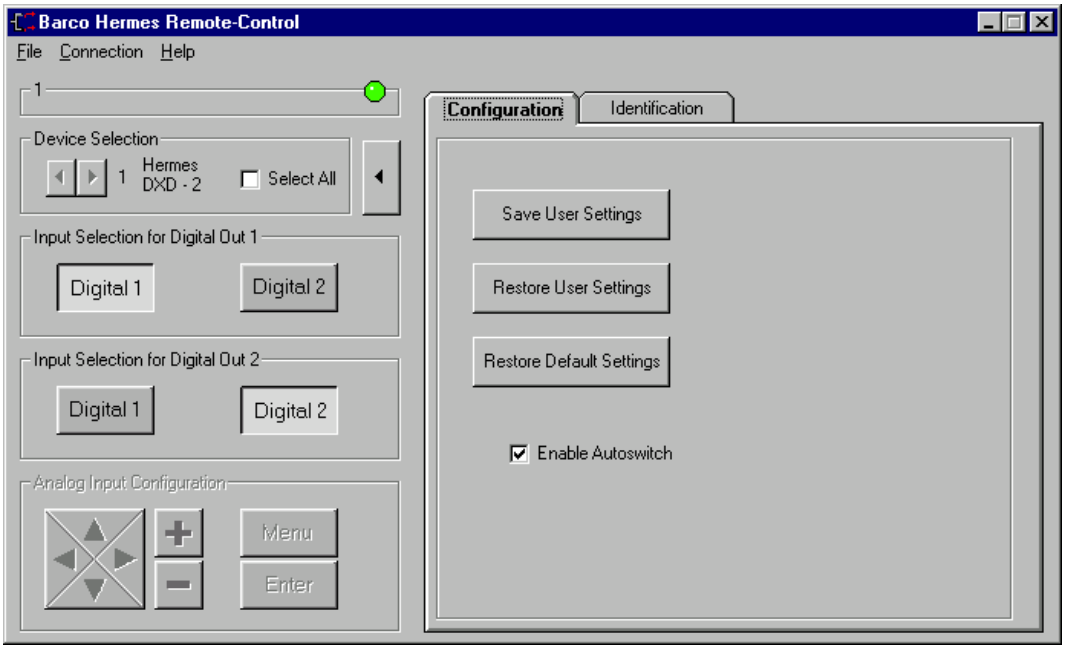


Figure 6
main window expanded

Before opening a connection we will have a look at the menus of HERMES REMOTE-CONTROL.

4.2 File Menu

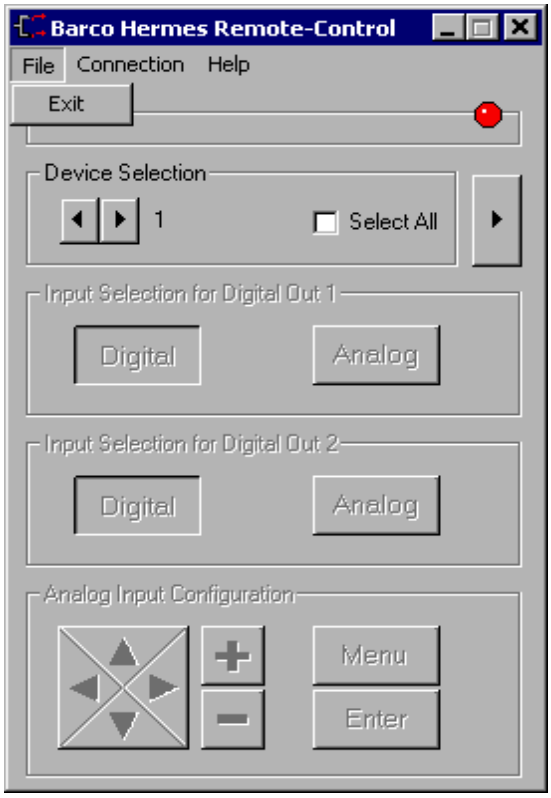


Figure 7
the File menu

In the **File** menu there is the **Exit** command to close HERMES REMOTE-CONTROL software.

4.3 Connection Menu

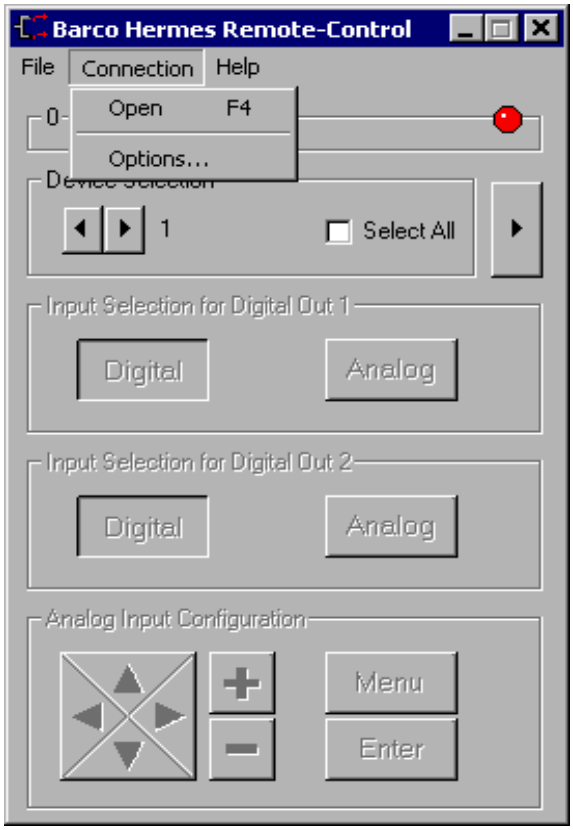


Figure 8
the Connection menu

The **Connection** menu includes the command **Open** to open the connection to the devices as well as the menu item **Options**. This menu item gives access to set the connection settings which then are applied when selecting **Open**. Since these settings are independent of the device to be controlled (HERMES DXD, HERMES VXA, HERMES V2A, HERMES D2D, AVC-BOX, DIGITAL SWITCHBOX) we will have a look on settings before opening a connection. The **Options** menu item includes two tabs: **Settings** and **Preferences**.

4.3.1 Options

Settings

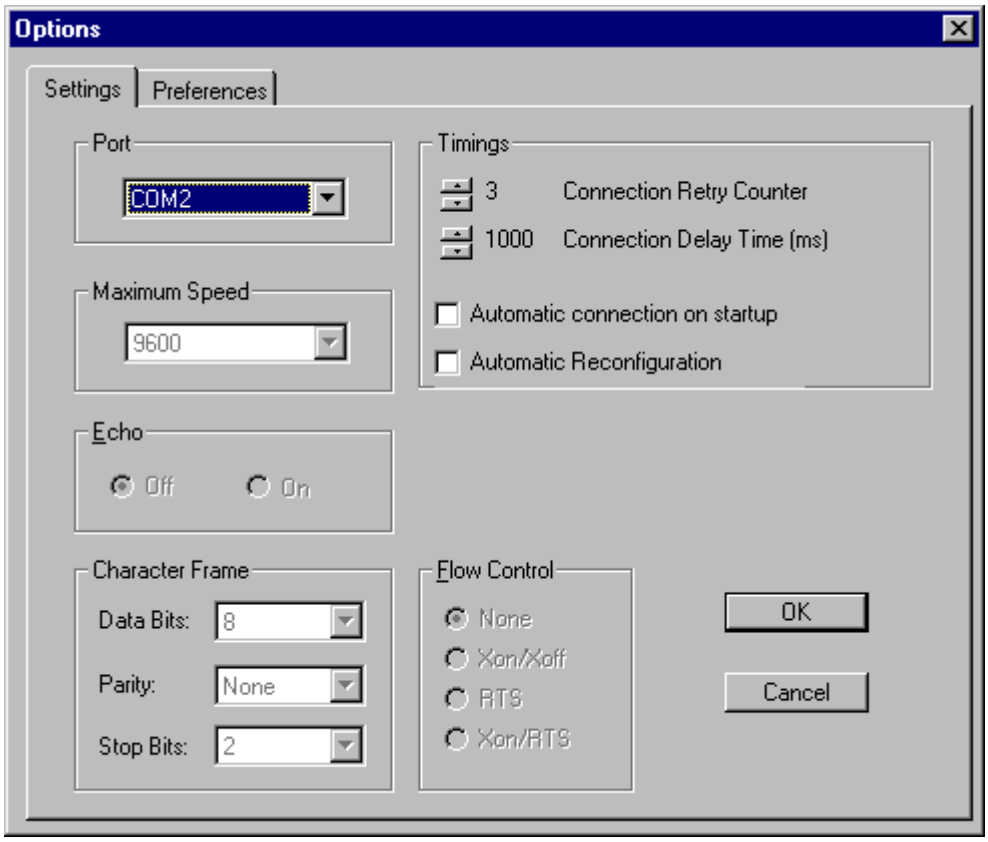


Figure 9
Connection tab

The physical medium for data transfer is based on a RS-232-C interface. The indicated values are the connection settings listed in chapter **Remote-Control** of the corresponding user's manuals. The port (serial interface) depends on the actual cabling.

In addition to the settings described in the above mentioned chapter you can set the **Connection Retry Counter** and the **Connection Delay Time** for opening a connection. By means of the respective spin button the number of trials to open a connection is set (**Connection Retry Counter**) as well as the period the systems waits for an additional attempt to open a connection (**Connection Delay Time**). The fixed settings which cannot be changed are displayed via disabled controls.

Besides opening a connection manually it can be opened automatically when the HERMES REMOTE-CONTROL application is launched. To benefit from this feature click **Automatic connection on startup.** To do an **Automatic Reconfiguration** after a power failure of the device please select the respective checkbox. If this checkbox is not checked then after a power failure the connection icon will turn yellow to indicate that the devices can't be operated.

A connection can also be opened/closed by clicking on the red/green connection icon.

Preferences

On this tab the respective help file can be selected. Online help in German is provided by selecting **hermes_rc_d.chm** whereas **hermes_rc_e.chm** is the English help file.

The online help is context sensitive. When operating HERMES REMOTE-CONTROL, click on F1 to get help to the corresponding topic.

On the Display Wall, HERMES REMOTE-CONTROL might be minimized and overlayed by e.g. video applications. Then the command to activate the program has to be entered via the keyboard. After pressing this **hotkey,** the HERMES REMOTE CONTROL window pops up and can be operated by mouse clicks on the desired functions. In addition the commands can be sent via the shortcuts listed in Operating.

The hotkey for activating the program can be set on the **Preference** tab.

To do this follow these steps:

- click the **Set** button
- press the desired key combination on the keyboard

Now you are able to activate the program by pressing this key.

The label below the **Set** button informs which key has been assigned as the **hotkey**.

Make sure that you don't assign a key combination which is used by other programs. The hotkey will de-activate any other shortcut with the identical keys of any other program. If you e.g. select Ctrl.-S as hotkey, pressing these keys will no longer save your windows applications but always activate Hermes Remote-Control.

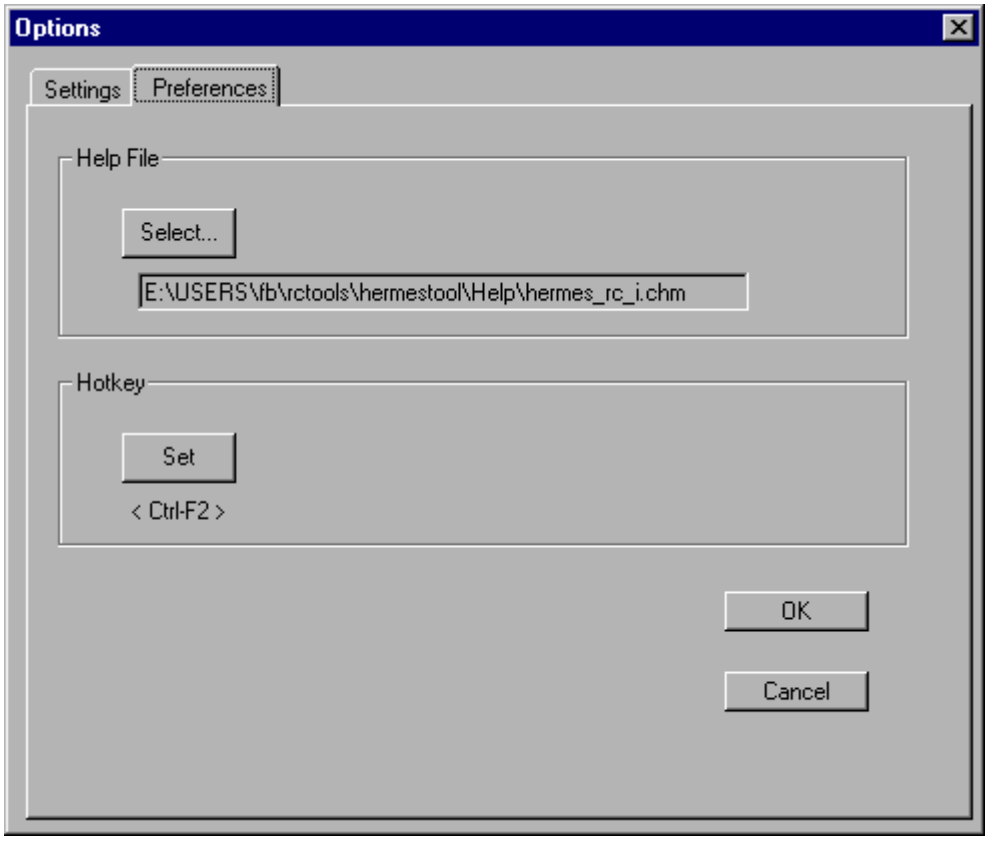


Figure 10
Preferences tab

4.3.2 Open

Selecting this item results in opening the connection according to the chosen parameters in the **Options** submenu (**Connection Retry Counter**, **Connection Delay Time**).

4.4 Help Menu

The **Help** menu gives via **Contents and Index** access to the online help. In addition information about the software and driver version is given when selecting the **About** menu item.

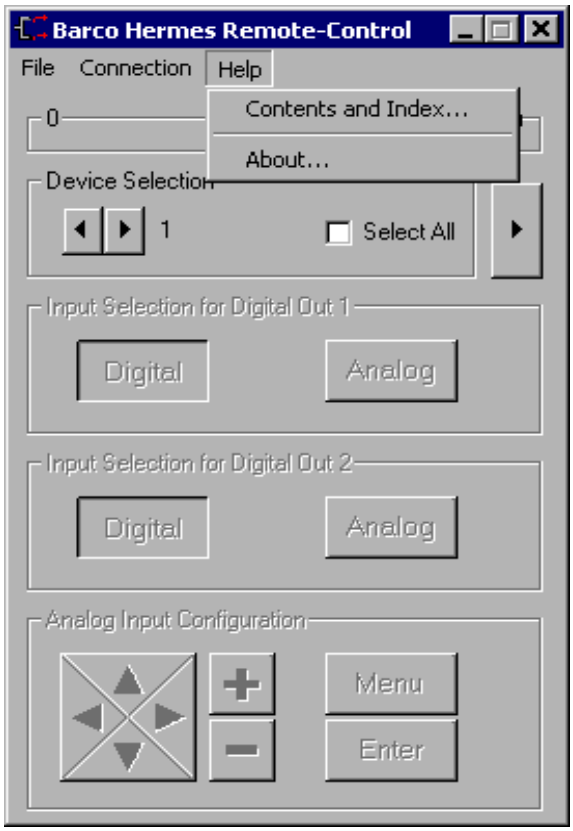
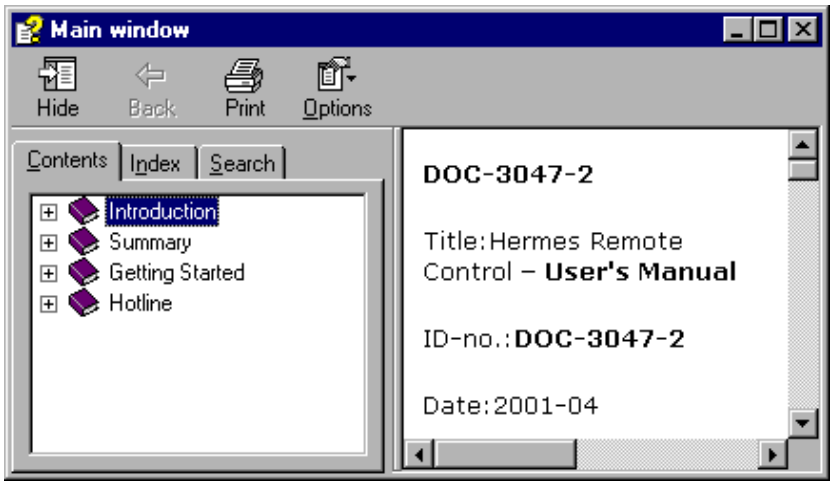


Figure 11
Help Menu

4.4.1 Contents and Index

This item opens the help file which has be defined on the tab **preferences | Help file**



Hermes Remote-Control has context senstive help. When operating the software, the related Help topic pops up if you press F1.

4.4.2 About

The **About** menu item shows the information about the version of Hermes Remote-Control software. As stated above, this window is also displayed for a few moments when starting the software

Figure 12
the About window

If you encounter any problems with Hermes Remote-Control, please make a screen shot of the **About** Window and include this screen shot in the error report!

To copy an active window into the clipboard, press **Alt+Print** on your keyboard.

To copy the entire desktop into the clipboard, press **Strg+Print** on your keyboard.

Afterwards the contents of the clipboard can be inserted into the error report via the **Paste** command or via **Strg+V.**

---

5 Operating

The commands available are depending on the device. All devices in common have two inputs which can alternatively be activated. With HERMES VXA, HERMES V2A and AVC-BOX as Analog Controller also the analog input can be operated.

The software recognizes the connected device and the views and commands available are adapted.

5.1 Establishing a connection

If you have set or checked the settings on the **Options** menu item of the **Connection** menu you can open the connection by the command **Open** on the **Connection** menu.

A connection can also be opened/closed by clicking on the red/green connection icon.

The following message box shows that the system tries to establish a connection.

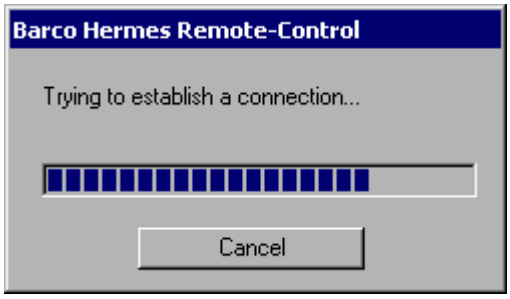


Figure 13
connection progression bar

To abort opening the connection click **Cancel**.

An established connection then will be indicated by the green connection icon. The number next to the connection icon shows the total of the devices under control.

If you encounter problems when establishing a connection, cf. Troubles when estabilishing a connection

5.2 Selection of a device

The selection of a device in the Remote-Control chain can be done via the **Device Selection** spin button or via the keyboard. The commands will be sent to the device indicated next to the **Device Selection** button.

If you want to address all device simultaneously, check **Select All.**

Select All can even be selected in case of a mixed system, e.g. HERMES D2D and HERMES V2A. The software only sends those commands to each device which can be handled by that device.

Menu	Shortcut
	If necessary, activate the program by pressing the **hotkey** assigned in chapter **Options** (**Preferences** tab)
Select a device be means of the respective spin button in the **Device Selection** frame.	Press **Ctrl-PgUp** to increase the value of the spin button Press **Ctrl-PgDown** to decrease the value of the spin button
Click **Select All** to control all devices simultaneously.	Press **Ctrl-A** to check **Select All** Press **Ctrl-S** to uncheck **Select All**

5.3 Hermes D2D, Digital Switchbox, AVC-Box as Multiplexer

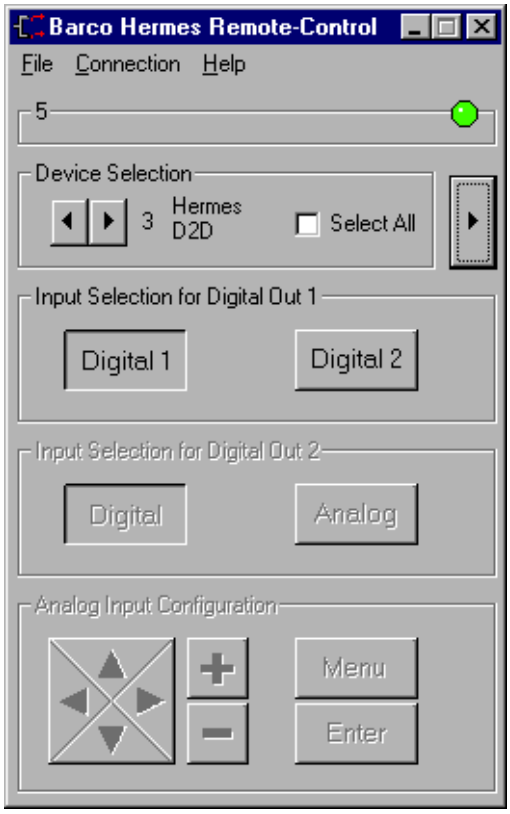


Figure 14
the selected device is a Hermes D2D, a Digital Switchbox or AVC-Box as Multiplexer

HERMES D2D, DIGITAL SWITCHBOX and AVC-BOX as Multiplexer connect one digital projection unit alternatively to two graphical controllers. By means of **Remote-Control** the active input can be selected. The respective data then is displayed on the projection cube.

Activating the desired input

Action	User interface	Shortcut
		If necessary, activate the program by pressing the **hotkey** assigned in chapter Options (**Preference** tab)
Input Selection for **Digital Out 1**	Click the button **Digital 1** to select the first digital input to be switched to the Output **Digital Out 1**	Press **Ctrl-1** to select the first digital input **Digital 1** to be switched to the Output **Digital Out 1**
	Click the button **Digital 2** to select the second digital input to be switched to the Output **Digital Out 1**	Press **Ctrl-2** to select the second digital input **Digital 2** to be switched to the Output **Digital Out 1**
Input Selection for **Digital Out 2**	Not available	Not available

If no signal is applied to the selected input the command won't have any effects, the other input will remain the active one.

Expanding the window to display the multipage will show disabled controls only. As mentioned above, the multipage is only functional in case of a HERMES DXD.

5.4 Hermes DXD

Figure 15
the selected device is a Hermes DXD

HERMES DXD has two digital inputs and two digital outputs. By means of **Remote-Control** the active input can be selected for every output. The respective data then is displayed on the respective projection cube connected to this output. It is also possible to have one signal (e.g. the signal of the input **Digital 1**) displayed on two projection cubes simultaneously.

If there is no signal applied to the selected input, automatically the other input is activated, provided **Auto Switch** had not been disabled, cf. **Enable Autoswitch**

Activating the desired input

Action	User interface	Shortcut
		If necessary, activate the program by pressing the **hotkey** assigned in chapter Options (**Preference** tab)
Input Selection for **Digital Out 1**	Click the button **Digital 1** to select the first digital input to be switched to the Output **Digital Out 1**	Press **Ctrl-1** to select the first digital input **Digital 1**to be switched to the Output **Digital Out 1**
	Click the button **Digital 2** to select the second digital input to be to be switched to the Output **Digital Out 1**	Press **Ctrl-2** to select the second digital input **Digital 2** to be switched to the Output **Digital Out 1**
Input Selection for **Digital Out 2**	Click the button **Digital 1** to select the first digital input to be switched to the Output **Digital Out 2**	Press **Ctrl-o** to select the first digital input **Digital 1** to be switched to the Output **Digital Out 2**
	Click the button **Digital 2** to select the second digital input to be switched to the Output **Digital Out 2**	Press **Ctrl-t** to select the second digital input **Digital 2** to be switched to the Output **Digital Out 2**

If no signal is applied to the selected input the command won't have any effects, the other input will remain the active one, provided Auto Switch had not been disabled, cf. Enable Autoswitch

The functionalites provided on the multipage which is displayed when expanding the main window will be discussed later.

5.5 AVC-Box as Analog Controller

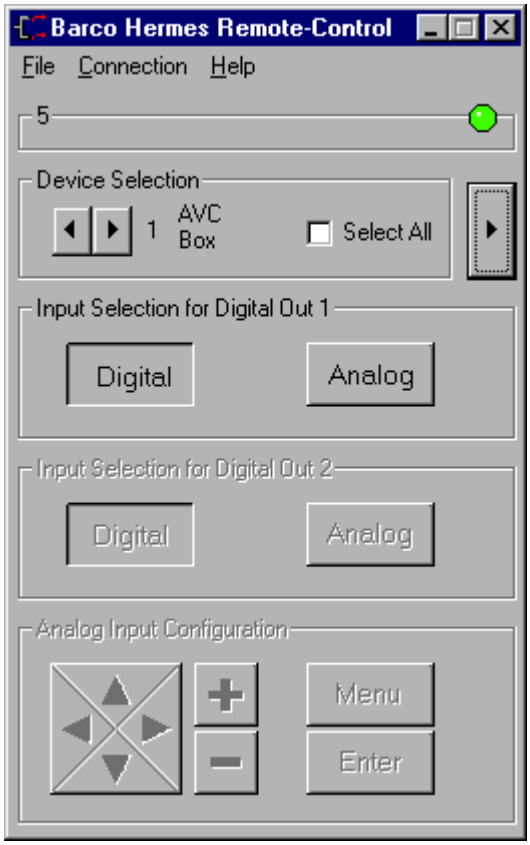


Figure 16
the selected device is a AVC-Box as Analog Controller

The AVC-Box as Analog Controller allows the alternatively display of analog video/RGB sources and the data of the graphical controller on a projection cube. By means of **Remote-Control** the active input (analog input or digital input) can be selected.

Activating the desired input

Action	User interface	Shortcut
		If necessary, activate the program by pressing the **hotkey** assigned in chapter Options (**Preference** tab)
Input Selection for **Digital Out 1**	Click the **Digital** button to activate the digital input **LVDS In**	Press **Ctrl-1** to select the digital input to be the active one
	Click the **Analog** button to activate the analog input (**VGA IN**, **Y/C IN**, **CVBS**)	Press **Ctrl-2** to select the analog input to be the active one
Input Selection for **Digital Out 2**	Not available	Not available

If no signal is applied to the selected input the command won't have any effects, the other input will remain the active one.

Operating the analog input

When the analog input is selected to be the active one the parameters of the applied signal can be adjusted as described in chapter **5.4.Operating the analog input** of the user's manual (Doc-2783)

The following table lists the menu controls and their corresponding keys when controlling by means of the keyboard:

Menu	shortcut	description
	Ctrl-<up>	navigating in **main menu** and **submenu**
	Ctrl-<down>	navigating in **main menu** and **submenu**
	Ctrl-<left>	selecting a value
	Ctrl-< right>	selecting a value
	Ctrl-M	opening **main menu** selecting a submenu with **Ctrl-<up>**and **Ctrl-<down>** (white on blue background: selection)
	Ctrl-Enter	switching between **VGA In**, **Y/C In** and **CVBS** opening **submenu** selecting a menu item with **Ctrl-<up>** and **Ctrl-<down>** selecting a value with **Ctrl-<left>** and **Ctrl-< right>** (white on red background: settings are not applied unless confirmed with **Ctrl-Enter**) twice: returning to and leaving **main menu**

Expanding the window to display the multipage will show disabled controls only. As mentioned above, the multipage is only functional in case of a HERMES DXD.

5.6 Hermes V2A

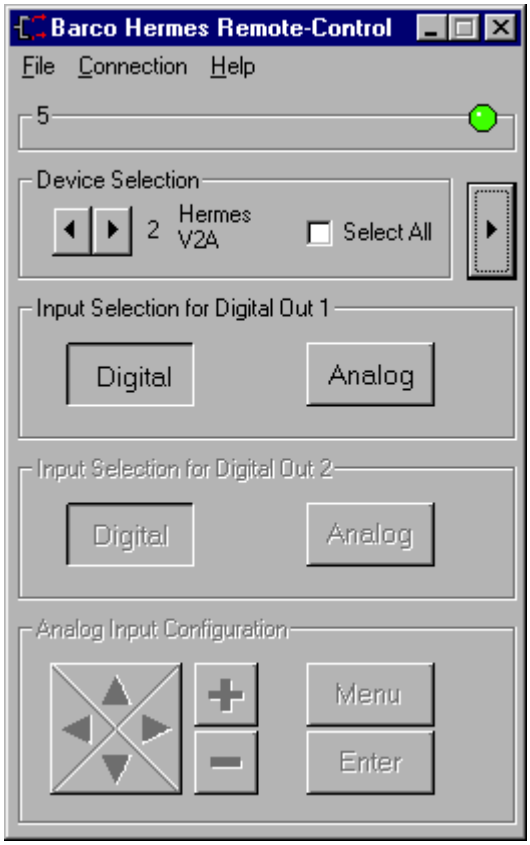


Figure 17
the selected device is a Hermes V2A

HERMES V2A allows the alternatively display of analog video/RGB sources and the data of the graphical controller on a projection cube. By means of **Remote-Control** the active input (analog input or digital input) can be selected.

Activating the desired input

Action	User interface	Shortcut
		If necessary, activate the program by pressing the **hotkey** assigned in chapter **Options** (**Preference** tab)
Input Selection for **Digital Out 1**	Click the **Digital** button to activate the digital input **Digital In**	Press **Ctrl-1** to select the digital input to be the active one
	Click the **Analog** button to activate the analog Input (**PC/RGB1**, **VIDEO1**, **VIDEO2**, **SVHS**)	Press **Ctrl-2** to select the analog input to be the active one
Input Selection for **Digital Out 2**	Not available	Not available

If no signal is applied to the selected input the command won't have any effects, the other input will remain the active one.

Operating the analog input

When the analog input is selected to be the active one the parameters of the applied signal can be adjusted as described in chapter **3.4 Operating the analog input** of the user's manual (Doc-3023).

The following table lists the menu controls and their corresponding shortcuts when controlling by means of the keyboard:

Menu Control	shortcut	description
	Ctrl-<up>	navigating in **main menu** or **submenu**
	Ctrl-<down>	navigating in **main menu** or **submenu**
	Ctrl-<left>	leaving a **submenu** or the **main menu**
	Ctrl-<right>	entering a **submenu**
	Ctrl-+	increasing a value
	Ctrl--	decreasing a value
	Ctrl-M	opening **main menu** or leaving **main menu**
	Ctrl-Enter	selecting a **menu** item saving a value (confirmation when leaving the corresponding **submenu**)

Expanding the window to display the multipage will show disabled controls only. As mentioned above, the multipage is only functional in case of a HERMES DXD.

5.7 Hermes VXA

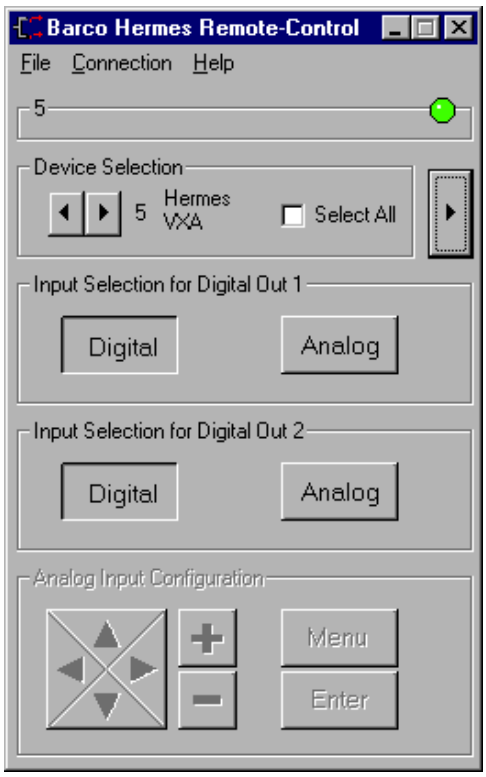


Figure 18
the selected device is a Hermes VXA

HERMES VXA allows the alternatively display of analog video/RGB sources and the data of the graphical controller on a projection cube. By means of **Remote-Control** the active input (analog input or digital input) can be selected for every digital output. The respective data then is displayed on the respective projection cube connected to this output. It is also possible to have one signal (e.g. applied to the input **Analog**) displayed on two projection cubes simultaneously.

If there is no signal applied to the selected input, automatically the other input is activated.

Activating the desired input

Action	User interface	Shortcut
		If necessary, activate the program by pressing the **hotkey** assigned in chapter Options (**Preference** tab)
Input Selection for **Digital Out 1**	Click the button **Digital** to select the digital input to be switched to the Output **Digital Out 1**	Press **Ctrl-1** to select the digital input to be switched to the Output **Digital Out 1**
	Click the button **Analog** to select the analog input (RGB, Video, SVHS) to be switched to the Output **Digital Out 1**	Press **Ctrl-2** to select the analog input (RGB, Video, SVHS) to be switched to the Output **Digital Out 1**
Input Selection for **Digital Out 2**	Click the button **Digital** to select the digital input to be switched to the Output **Digital Out 2**	Press **Ctrl-o** to select the digital input to be switched to the Output **Digital Out 2**
	Click the button **Analog** to select the analog input (RGB, Video, SVHS) to be switched to the Output **Digital Out 2**	Press **Ctrl-t** to select the analog input (RGB, Video, SVHS) to be switched to the Output **Digital Out 2**

If no signal is applied to the selected input the command won't have any effects, the other input will remain the active one.

Operating the analog input

When the analog input is selected to be the active one, the parameters of the applied signal can be adjusted as described in chapter **3.4 Operating the analog input** of the user's manual (Doc-3199).

The following table lists the menu controls and their corresponding shortcuts when controlling by means of the keyboard:

Menu Control	shortcut	description
	Ctrl-<up>	navigating in **main menu** or **submenu**
	Ctrl-<down>	navigating in **main menu** or **submenu**
	Ctrl-<left>	leaving a **submenu** or the **main menu**
	Ctrl-<right>	entering a **submenu**
	Ctrl-+	increasing a value
	Ctrl--	decreasing a value
	Ctrl-M	opening **main menu** or leaving **main menu**
	Ctrl-Enter	selecting a **menu** item saving a value (confirmation when leaving the corresponding **submenu**)

Expanding the window to display the multipage will show disabled controls only. As mentioned above, the multipage is only functional in case of a HERMES DXD.

5.8 Expanding the main window

The main window expands or collapse, respectively, when clicking on the button with the black arrow. Please mind, that the multipage is only functional in case of a HERMES DXD starting from firmware version AVC-3187-1x.

The multipage includes two tabs, **Configuration** and **Identification**.

5.8.1 Configuration

HERMES DXD has two inputs and two outputs. The outputs can be routed to the desired input, and it is also possible to route one input to both outputs (splitter). This functionality can be deliberately set. In addition there is the possibility to trigger this behavior automatically in case there is no signal on an input: then the other input is on its own routed to the respective output. This behavior is called **Autoswitch** and can be activated or deactivated.

The status of **Autoswitch** and the assignment of the inputs to the outputs describe the configuration of the device and define its **settings**.

This tab allows to save and restore a user defined configuration as well as to reset the device to the factory configuration. If desired, **Autoswitch** can be disabled and/or enabled again.

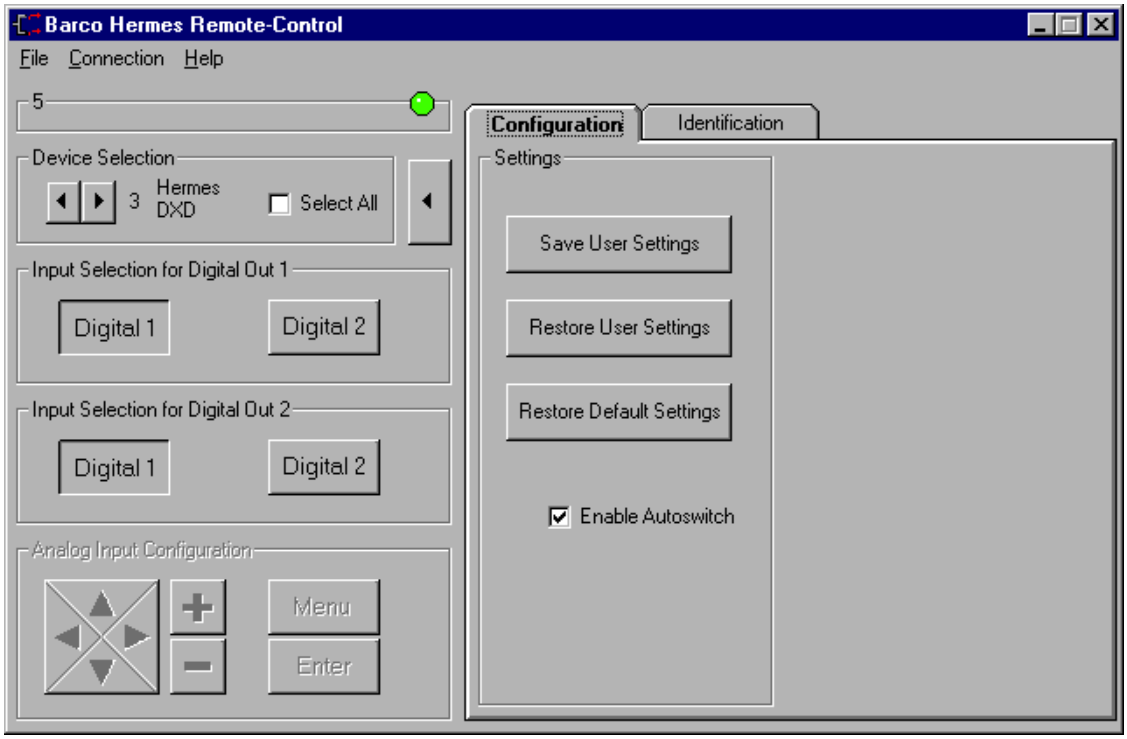


Figure 19
main window expanded: configuration tab

Save User Settings

Clicking this buttons saves the current configuration as user settings.

These are the features to be saved:

- connection of **Digital Output 1** (either to **Digital Input 1** or **Digital Input 2**)
- connection of **Digital Output 2** (either to **Digital Input 1** or **Digital Input 2**)
- status of **Autoswitch** (enabled or disabled)

Restore User Settings

Clicking this buttons re-applies the configuration which has been saved as user settings (and thus discards previously made modifications)

These are the features to be restored:

- connection of **Digital Output 1** (either to **Digital Input 1** or **Digital Input 2**)
- connection of **Digital Output 2** (either to **Digital Input 1** or **Digital Input 2**)
- status of **Autoswitch** (enabled or disabled)

Restore Default Settings

Clicking this button applies the factory configuration of the device:

- **Digital Output 1** is connected to **Digital Input 1**
- **Digital Output 2** is connected to **Digital Input 2**
- **Autoswitch** is enabled.

Enable Autoswitch

The autoswitch functionality allows the device to automatically connect an output to the other input if there is no longer a sync signal on the input previously connected to this output. This functionality provides redundancy (inspite of a crash, there will be a signal displayed on the projection modules), but sometimes it might be useful to disable this behavior (e.g. to enforce the selection of one input, even for the case that no valid signal is present to be notified about the crash).

As default, every device leaves production with the autoswitch functionality enabled.

Clear the checkbox **Enable Autoswitch** to disable the autoswitch functionality and to prevent the device from automatically switching to another input in case of a missing signal.

With Autoswitch enabled and case there is no signal present on an input, the other input is switched to the corresponding output. As soon as a signal can be found, the device readjusts to the desired settings.

5.8.2 Identification

On this tab the product information about the device can be found. The entries are read only.

The values are updated (read) each time this tab is activated and if another device is selected by means of the **Device Selection** spin button.

In case HERMES DXD requires servicing, it is recommended to make a screen shot of this tab and to send the information to the Barco service technician.

To copy an active window into the clipboard, press **Alt+Print** on your keyboard.

To copy the entire desktop into the clipboard, press **Strg+Print** on your keyboard.

Afterwards the contents of the clipboard can be inserted into the error report via the **Paste** command or via **Strg+V.**

The information about the firmware is correctly indicated for all devices, even for devices which are not of type HERMES DXD.

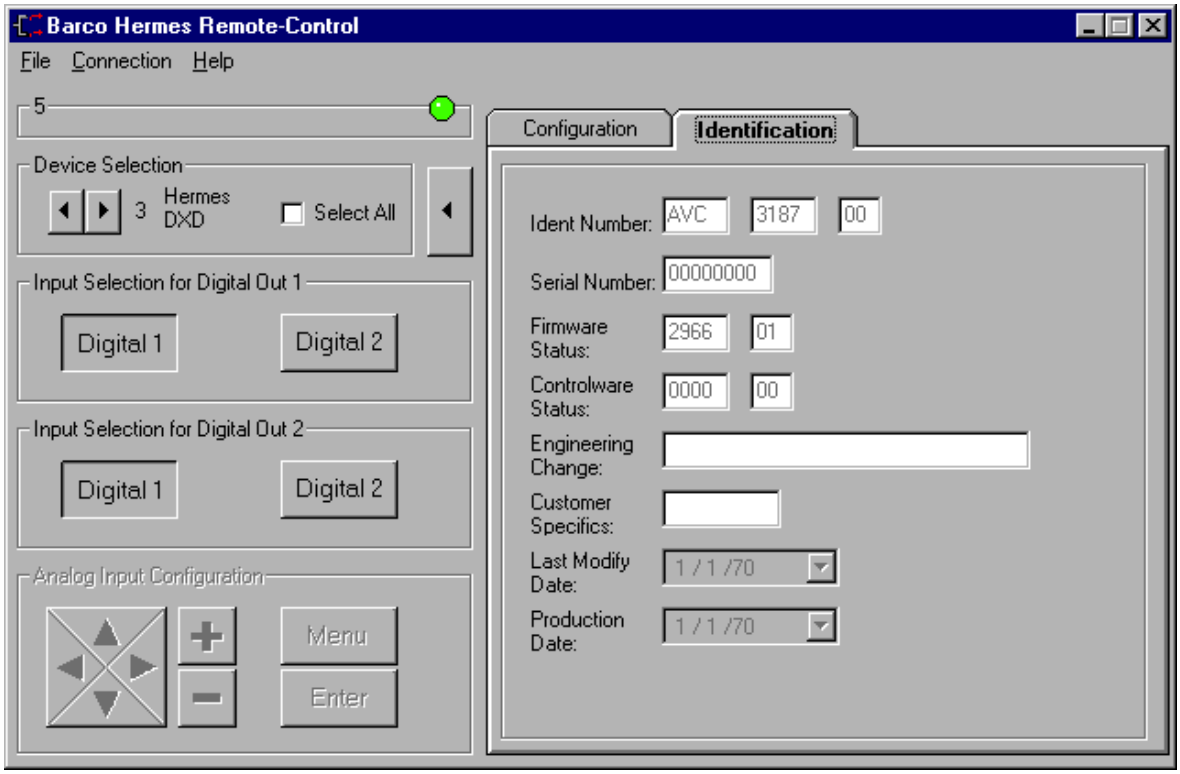


Figure 20
main window expanded: identifcation tab

6 Troubleshooting

6.1 Troubles caused by hardware settings

Troubles caused by	cause/step
IR Interface	If the laptop has an enabled IR interface, data transfer via the serial interface may be disturbed and HERMES REMOTE-CONTROL will hang when closing the connection. In the BIOS Setup, disable the IR interface. If you run Windows 2000/Windows XP, check the device manager if the device has actually been removed. If not, reboot the system and check again. After rebooting the system the device no longer should be listed.
Power Management	Please switch off all settings with regards to Power Management, both in the BIOS setup and in the operating system

6.2 Troubles when estabilishing a connection

If the system repeatedly fails in opening a connection you will get the following error message:

Figure 21
error message on connection failure

When receiving this error message, check the port settings and the remote-control cabling!

In case the devices are still switched off, the error message when trying to establish a connection reads

Figure 22
devices are switched off

Switch on the devices and repeat connection.

In case the device is not operabel due to destroyed firmware, the message reads

Figure 23
warning about an unknown device

Call Barco Support Center!

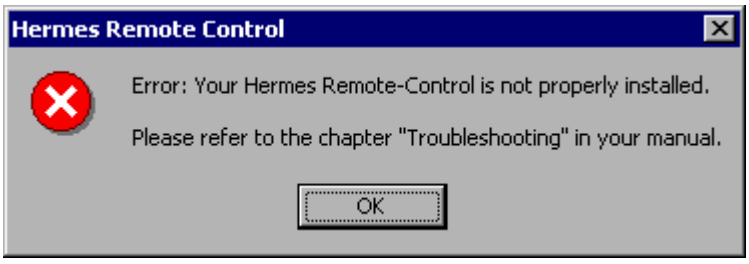
The acceptance of these error message (**OK**) results in a warning just to make sure that the user is aware that **Remote-Control** won't work:

Figure 24
warning about a missing connection

6.3 Troubles after an upgrade of Hermes Remote-Control

Before installing a new version of Hermes Remote Control, the previous version has to be de-installed, cf. Setup.

When launching the application, the following message might be displayed:


Hermes Remote Control
Error: Your Hermes Remote-Control is not properly installed.
Please refer to the chapter "Troubleshooting" in your manual.
OK

That's due to the fact that in some cases not all components had been completely removed.

To solve the problem, proceed as follows:

- Uninstall Hermes Remote-Control using the shortcut
  Start|Settings|Control Panel|Add/remove software
- Check if the following ActiveX controls have been passed over by the uninstall procedure:

Folder	ActiveX controls
c:\program files\common files\barco\shared (If the installation was not performed with default settings the folder settings must be changed accordingly.)	axavc.ocx axidpromdoc.dll axidpromeditor.ocx axisiaprg.ocx axrcpm.ocx hflw32vb.dll hotkey.ocx

These ActiveX controls may not simply be deleted! They have to be unregistered first!

If one or all of these files: still exist in c:\program files\common files\barco\shared, proceed as follows:

- open the command prompt
- change to the directory where the file is located
- enter the command **regsvr32 /u filename.ocx**. This will unregister the file.
- this command has to be entered for all files listed above

Subsequently the files themselves have to be deleted.

- Check if the following ActiveX controls have been passed over by the uninstall procedure:

Folder	ActiveX controls
c:\program files\common files\barco\shared (If the installation was not performed with default settings the folder settings must be changed accordingly.)	iapsrv.exe ispsrv.exe

These ActiveX controls may not simply be deleted! They have to be unregistered first!

If one or all of these files still exist in c:\program files\common files\barco\shared, proceed as follows:

- open the command prompt
- change to the directory where the file is located
- enter the command **iapsrv.exe /UnRegServer**. This will unregister the file.
- enter the command **ispsrv.exe /UnRegServer**. This will unregister the file.

Subsequently the files themselves have to be deleted.

- Check if the following ActiveX controls have been passed over by the uninstall procedure:

If one or all of the files rcpwin32.dll, hflwin32.dll, ispwin32.dll still exist in c:\WINNT\system32, delete them.

Folder	ActiveX controls
c:\WINNT\System32	rcpwin32.dll hflwin32.dll ispwin32.dll

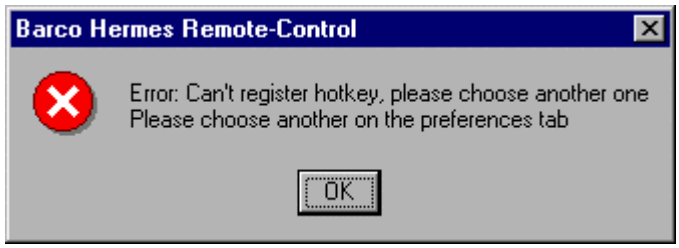
If one or all of these files still exist in c:\WINNT\System32, proceed as follows:

- Delete them

Since now the uninstall procedure is complete, the software can be installed again.

6.4 Error message when starting a second instance of Hermes Remote-Control

If a second instance of Hermes Remote-Control is startet, the following error message pops up:


Barco Hermes Remote-Control
Error: Can't register hotkey, please choose another one
Please choose another on the preferences tab
OK

This message is due to the fact that a hotkey can only registered once, and if the second instance of HERMES REMOTE-CONTROL is launched with the identical hotkey definition specified on the preferences tab, the registration of this hotkey cannot be made a second time.

7 Hotline

7.1 Addresses

Please feel free to contact us if you encounter any problems.

- **Barco Control Rooms GmbH**
  An der Rossweid 5, D-76229 Karlsruhe
  Phone: +49-721-6201-0, Fax: +49-721-6201-298
  E-mail: info.de.bcd@barco.com, Web: www.barcocontrolrooms.de
- **BARCO N.V. Projection Systems**
  Nordlaan 5, B-8520 Kuurne
  Phone: +32-56-368-211, Fax: +32-56-368-251
  E-mail: sales.bcd@barco.com, Web: www.barcocontrolrooms.com